



Royal College of Art

Postgraduate Art & Design

ROYAL COLLEGE OF ART

JOB DESCRIPTION

Post: School General Manager

Grade: 8

School: Communication

Responsible to: Dean

Responsible for: Administration team

Background

The Royal College of Art, the world's number one university for art and design, provides students with unrivalled opportunities to deliver art and design projects that transform the world.

A small, specialist and research-intensive postgraduate institution based in the heart of London, the RCA is a high performing, radical traditionalist in a fast paced world.

The RCA's approach is founded on the premise that art, design, creative thinking, science, engineering and technology must all collaborate to solve today's global challenges.

The College employs around 1000 professionals from around the world – professors, researchers, art and design practitioners, advisers and visiting lecturers – to teach and develop students in 30 academic programmes.

RCA students are exposed to new knowledge in a way that encourages them to experiment. Working across scientific and technical canvases and beyond set boundaries, RCA students seek to solve real-world problems.

The RCA runs joint courses with Imperial College London and the Victoria & Albert Museum. InnovationRCA, the College's centre for enterprise, entrepreneurship, incubation and business support, has helped over 50 RCA business ideas become a reality that has led to the creation of over 600 UK jobs.

The RCA GenerationRCA campaign, launched in 2019, propels the College's radical new academic vision by focusing on three key pillars: 'Place, Projects and People'. This programme sees the RCA transform its campuses and the ways in which the College teaches, researches and creates. It includes the construction of the Herzog & de Meuron-design flagship building in Battersea and introduction of future programmes centres on nano and soft robotics, computer science and machine learning, materials science and the circular economy.



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Alumni include Sir David Adjaye OBE, Christopher Bailey MBE, Sir James Dyson CBE, David Hockney OM CH RA, Tracey Emin CBE, Thomas Heatherwick CBE, Lubaina Himid CBE, Dame Zandra Rhodes DBE, Sir Ridley Scott and Clare Waight Keller.

School of Communication

In a world of false news, rising inequalities and global challenges, it is imperative that we change the narrative of communication. The School of Communication situates human and non-human communication within the frames of culture, community, consciousness, commercialism and creativity. It seeks to rise to global and local challenges; informing and enhancing forward-thinking and transformative processes, approaches and strategies through an inclusive and transformative teaching and research environment.

The School of Communication currently offers four MA programmes — Animation, Digital Direction, Information Experience Design and Visual Communication with a strong culture of interdisciplinarity, transformation and agility. There is also a strong culture of postgraduate research with MRes and PGR student communities. The School's pathways and programmes are directly linked and underpinned by critical and contemporary research themes that seek new approaches to create change and have meaningful impact in relation to societal, cultural, political and economic challenges. Programmes collaborate and innovate with industry partners and governmental and non-governmental organisations as well as across subject areas to allow strategic opportunities for multidisciplinary research and teaching.

Purpose of the post

Work as part of the school leadership team (SLT) to support the Dean of School in developing and implementing the School strategy. Ensure effective management of School resources and the smooth operation of all School activities.

Facilitate, coordinate, plan and deploy resource requirements including robust budget control. Act as focal point for liaison with central functions and disseminate information effectively across the School. Manage the administration team.

Main Duties and Responsibilities

General duties

Plan, oversee and implement School-wide systems and processes for activities including timetabling, record keeping, and financial management in line with College policy and using cross-College technology platforms delivered by the 'InfoRCA' project in partnership with Registry, and IT, Library and Technical Services (ILTS).

Embed digital information management principles and processes within the School and support the move from paper to digital through the adoption and championing of a College-wide document management system. Act as Information Asset Owner (IAO) for the School's information ensuring it is managed, used and reused appropriately in accordance with legislation (Data Protection Act) and best practice.

Oversee the allocation and monitoring of student recruitment targets and managing



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and enforcing regulations within programme recruitment

Work with the Dean and SLT on the development of new programmes and revised and new curriculum offers.

Oversee examinations and progression in accordance with regulations and reporting to Academic Board for Concessions and Discipline (ABCD).

Work in conjunction with the Research & Knowledge Exchange Office and with Finance, to oversee:

- the preparation and submission of research and knowledge exchange funding bids, the management of active projects, and the submission of financial and other reports to funding bodies as required;
- planning, preparation and delivery of executive education and studio projects
- the recruitment, progress and thesis submission processes for research students in the school.

Manage external relationships for the School in consultation with Academic Development Office (ADO) colleagues.

Manage recruitment, performance management and restructuring in consultation with the Dean and the relevant HR Business Partner.

Participate fully in a 'school general management forum' that will provide the platform for sharing information, expertise and best practice across all four schools to embed a consistent and high quality of practice.

Ensure continuous improvement in the administrative systems and procedures.

Line management

Lead the administration team to support both the School and College objectives of development and growth and to ensure effective service delivery across all activities.

Plan work with administrators, offer guidance, support and career building opportunities.

Ensure that regular performance management and annual appraisals are undertaken within the School.

Provide guidance and leadership to the team to encourage digital literacy, effective management of information and the creation of an open information culture. Embed use of tools for improved productivity such as Agresso (Finance system), central timetabling and the Intranet ensuring school information is clear and up-to-date.

Quality Assurance Responsibilities

In consultation with the Academic Development Office, manage the processes pertaining to the School's quality assurance and enhancement responsibilities, including:

- the nomination and remuneration of external examiners, and coordinating



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- arrangements for their visits;
- the submission and evaluation of the School's annual programme reviews, and the development and submission of its School overview
- arrangements for the validations and revalidations of the School's academic provision, including the submission of documentation and other administrative arrangements relating to the event.

Act as Secretary to the School Leadership Team (SLT) and School Academic Board, including:

- set the agenda for meetings in consultation with the chair
- collate, index and circulate papers and reports
- provide specialist advice and guidance to the committee
- ensure the accuracy of meeting minutes
- ensure action is taken in respect of committee decisions.
- Brief school leadership teams on changes to local and national quality assurance requirements.

Budget Responsibilities

Work closely with the Dean in the preparation, forecasting, monitoring and reviewing of budgets with due regard to college policies, financial regulations and good practice.

Ensure that the School effectively utilises College financial management system (Agresso) to raise and review the status of purchase orders and run detailed reports.

Assist Finance Business Partners with interpretation of monthly reports and variance analysis.

Review and control staff costs, working in collaboration with Finance and Human Resources regarding any changes.

Person Specification

Essential criteria

- An honours degree (or equivalent) in a relevant subject
- Evidence of strong intellectual and analytical skills
- Experience working at a relevant level in an administrative/business management capacity
- Proven line management experience with the ability to define roles and responsibilities, conduct regular 1:1s with the team, appraisals and performance management
- Experience of contributing to the setting and management of budgets and financial planning, including planning resource allocation, and income maximisation
- Proven interpersonal and communication skills with a high degree of tact and diplomacy
- High level of digital literacy and IT skills including productivity suites (Microsoft Office, Google for work), Web/Internet use and financial management systems



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- Detailed understanding of standards around managing, protecting and re-using information, including information security best practice and data protection principles
- Ability to use initiative and work as part of a team
- Excellent organisational skills
- Ability to deal positively and constructively with change and to juggle conflicting priorities
- Demonstrable commitment to diversity and equality of opportunity with the ability to work harmoniously with colleagues and students of all cultures and backgrounds

Desirable criteria:

- Experience of working in higher education or similar
- Experience of RCUK and others funders application and reporting system
- Understanding of UK and EU research funders' policies and procedures (e.g. REF and TEF)
- Experience of College systems and software - Financial (Agresso), HR/Payroll (iTrent), CRM system (Raiser's Edge), student software/database
- An interest and enthusiasm for contemporary art, design and culture

Additional information

- Salary working five days per week, all year round £41,736 - £45,377 per annum inclusive of London Allowance.
- Normal hours will total 35 per week over five days, 9.30am to 5.30pm with an hour each day for lunch.
- 25 days annual leave plus extended breaks at Christmas and Easter.
- A contributory defined benefit pension scheme and interest free season ticket loan are available.
- Location: All three sites

SEPTEMBER 2020



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PAY & BENEFITS

Pension

The Royal College of Art is a member of the Superannuation Arrangements of the University of London (SAUL) which is a contributory defined benefit pension scheme. The college will contribute a sum equal to 16% of your salary while you pay 6%.

Holiday

5 weeks (25 days) paid leave a year plus bank and public holidays normally observed in England and Wales. In addition, the college is normally closed for six days a year, one day either side of Easter and the remainder between Christmas and New Year.

Season ticket loans

Interest-free loans are available for staff to purchase annual season tickets.

Enhanced maternity and adoption pay

Qualifying employees are entitled to enhanced maternity/adoption pay: 26 weeks' full pay, 13 weeks Statutory Maternity/Adoption Pay. This compares to the statutory provision of 90% of average pay for 6 weeks followed by Statutory Maternity/Adoption Pay for 33 weeks.

Enhanced paternity pay

Qualifying employees are entitled to two weeks' paternity leave entitlement at full pay. This compares to the statutory provision of two weeks' pay at the statutory rate.

Enhanced sick pay

Occupational sick pay after six months' service is three months' full pay/three months' half pay.

24/7 confidential support

Staff and family members in their household have access to a free, external confidential support service for work, financial, legal, family and personal problems 24 hours a day, 365 days a year.

Occupational health

Occupational Health support for the College is provided by Imperial College's occupational health service at their South Kensington Campus.

Life Cover

Active members of the SAUL pension scheme automatically receive life cover. A lump sum of four times your salary together with a refund of your contributions and a 2/3 pension for your dependent/spouse is payable should you die whilst in employment.

Library

All staff are welcome to join the college library.

Events

All staff are welcome to attend exhibitions, lectures and private views held by



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academic schools and programmes.